

SR I.S. TECHNICIAN

DISTINGUISHING FEATURES

The fundamental reason the Sr. I.S. Technician position exists is to perform technical and professional tasks maintaining, repairing and installing office automation equipment, peripheral devices and cabling. Work is performed under general supervision from the I.S. Technician Supervisor.

ESSENTIAL FUNCTIONS:

Performs routine technical duties required to maintain and repair computer terminals, PC's, printers and peripherals to the "board level". Performs preventative maintenance on heavy-use equipment such as keyboards and printers.

Uses common hand tools and operates a variety of standard and power driven equipment and/or machinery. Moves heavy objects, including computer terminals, printers, cabling, etc., weighing 50 pounds or more to deliver equipment to various work sites.

Locates, obtains pricing for and assists in the procurement of replacement parts for equipment.

Maintains administrative records pertaining to maintenance schedules and procedures, service records, repair manuals and schematics. Updates the on-line work order inventory system.

Installs miscellaneous communications equipment, data jacks and cabling as required. May work in small cramped areas working at heights greater than 10 feet.

Communicates effectively with professional, technical and clerical staff both orally and in writing. Plans and organizes work.

Operates a motor vehicle.

Perceives and interprets customer needs and translates them into effective solutions and operational policy.

Attendance and punctuality are essential functions to this position.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities:

Knowledge of:

Windows NT and Microsoft office products.

Electronics and computer repair.

Working knowledge of disc operating systems.

Research methods and techniques.

Design specification development.

Data communications security and privacy techniques.

I.S. processes, regulations, codes, ordinances and terminology.

Thorough working knowledge of MS Windows, UNIX, and TCP/IP network environments.

Ability to:

Ability to understand and install a variety of software applications.

Ability to troubleshoot and repair computer equipment.

Analyze, interpret, and present research findings.
Conceive a variety of solutions to functional problems and to reduce abstract ideas to easily understood procedures.
Understand database organization access and retrieval technique.

Education & Experience

Requires completion of an accredited electronics technical course or two years recent experience in the field of computer repair. Recent experience in troubleshooting and repairing computer equipment to the "board level" is required. Experience with disk operating systems is essential in this position. Strong customer service experience is critical. Requires a valid Arizona driver's license with no driving violations in the last 39 months.

FLSA Status: Exempt

HR Ordinance Status: Unclassified